

# Position Description

## Peer Support Specialist / Tautoko-a-aropā

**Reports to** Peer Support Manager

**Service/Team** Peer Support

Since 1980, we have supported thousands of New Zealanders whose lives are affected by alcohol, drug or other addiction challenges. We provide effective, evidence-based services that support wellbeing. We do this in partnership with tāngata whai ora (people seeking wellness) and their whānau, working together to build the lives they want.

We wholeheartedly believe that everyone living in New Zealand should have the opportunity to live life to the fullest and feel hopeful about their future. Our services encourage stronger connections with friends and whānau and enable meaningful participation in the community.

Our pillars – whakawhirinaki | trust, pono | honesty, haepapa | responsibility, matapōpore | concern, and aroha | love – are the foundation of our work, guiding how we work together and with others.

### Tō Tātou Matakitea | Our Vision

Poutia, Heretia

Tuia te muka tangata ki te pou tokomanawa

Ka tū mana motuhake, Ka noho herekore i ngā waranga me ngā wero nui o te ao.

People, whānau and communities are connected and supported to live the lives they want, free from drug, alcohol and other addiction challenges.

### Tō Tātou Aronga | Our Purpose

Ka hangaia e mātou he whare haumarū, he whare tūmanako hoki e tīni ai te tangata, he wāhi whakaaroaro, he wāhi ako, he wāhi tūhono anō hoki, mei kore e puta tātou ki te wheiao, ki te ao mārāma.

We create hopeful and safe spaces for change with opportunities to reflect; learn and connect so that people can move towards a brighter future.

## Position Purpose

Connect with tāngata whai ora and provide individualised support with the goal of engagement, modelling hope for recovery and encouraging self-awareness about what works for the person, and to compliment the work of the Therapeutic Community.

## Key Areas of Responsibility

Area of Responsibility	Performance Measures
<p><b>Service Delivery</b></p> <ul style="list-style-type: none"> <li>• Establish and maintain intentional relationships with tāngata whai ora and ensure that all relevant information is communicated.</li> <li>• Welcome and orient tāngata whai ora and their family/whānau to services provided by Odyssey.</li> <li>• Implement and follow peer support plans, including modes of support, relapse prevention and wellness planning.</li> <li>• Liaise with family/ whānau as appropriate and ensure there is an integrated approach to peer care through networking and relationships with colleagues and external agencies.</li> <li>• Ensure language used is recovery orientated.</li> <li>• Work with the tāngata whai ora to identify significant goals and ensure these goals (and milestones) are documented in recovery plans. Identify primary motivators that will encourage tāngata whai ora to identify and achieve their own goals</li> <li>• Monitor the progress of the tāngata whai ora and provide immediate and specific feedback as appropriate.</li> <li>• Recognise and effectively manage escalating behaviour situations.</li> <li>• Understand the boundaries surrounding which areas of past/current lived experience should and should not be shared.</li> <li>• Write up and input tāngata whai ora clinical case notes and reviews into the Odyssey client database (HCC).</li> </ul>	<ul style="list-style-type: none"> <li>• Collaborative relationships are created and maintained to a high level with tāngata whai ora.</li> <li>• All required information is communicated in an appropriate way.</li> <li>• Tāngata whai ora and whānau express satisfaction with the orientation process provided.</li> <li>• Peer support plans are implemented and followed appropriately and in a timely manner.</li> <li>• External stakeholders, including tāngata whai ora and whānau express satisfaction with the process, support and cultural approach offered.</li> <li>• Communication is consistent and appropriate with recovery expectations.</li> <li>• Appropriate goals / milestones are set and documented in collaboration with tangata whaiora and ongoing encouragement provided to meet their stated goals.</li> <li>• Progress is consistently monitored with feedback provided in line with recovery orientated language and communication.</li> <li>• Behaviour situations are recognised and managed with appropriate de-escalation techniques or escalated as appropriate.</li> <li>• Appropriate information sharing boundaries are established, recognised and consistently observed within the peer relationship.</li> <li>• HCC information is accurate, timely and meets all case note writing policy and procedural requirements and privacy act/confidentiality requirements. HCC case reviews are kept up to date.</li> </ul>

Area of Responsibility	Performance Measures
<p><b>Health and Safety</b></p> <ul style="list-style-type: none"> <li>• Identify and act on any potential risks to self or others, including tāngata whai ora, family/ whānau and other kaimahi (employees).</li> <li>• Be familiar with and abide by the organisation's health and safety policies and reporting procedures, ensuring others do the same as required.</li> <li>• Follow safe work practices, which includes the effective use of safety equipment, identification of workplace hazards and taking action to reduce or eliminate these.</li> </ul> <p><b>Te Tiriti o Waitangi</b></p> <ul style="list-style-type: none"> <li>• Demonstrate knowledge and understanding of the Te Tiriti o Waitangi and its application in this role.</li> </ul> <p><b>Professional Development</b></p> <ul style="list-style-type: none"> <li>• Be proactive in own professional development and attend relevant organisational training as required.</li> </ul> <p><b>General</b></p> <ul style="list-style-type: none"> <li>• Attend and contribute actively to team meetings.</li> <li>• Carry out any other duties or projects that may be delegated by the line manager, which are in keeping with the scope of the role.</li> </ul>	<ul style="list-style-type: none"> <li>• Risks (including Health and Safety, compliance and maintenance) are identified and reported.</li> <li>• Plans are put in place to resolve and/or mitigate potential problems as required.</li> <li>• Issues are escalated to relevant manager as required.</li> <li>• Demonstrates understanding and compliance with organisational and legislative health and safety requirements and is proactive in ensuring employees are compliant</li> <li>• Follows correct protocols when using safety equipment.</li> <li>• Workplace hazards are identified and plans are put in place to reduce/eliminate these or the matter is escalated to the relevant authority.</li> </ul> <ul style="list-style-type: none"> <li>• Actions show knowledge and ability to apply the principles of te Tiriti in the delivery of role.</li> </ul> <ul style="list-style-type: none"> <li>• Has an individual development plan which is implemented.</li> <li>• Attends organisational training required for role.</li> </ul> <ul style="list-style-type: none"> <li>• Regularly attendance at team meetings and makes useful contributions.</li> <li>• Other work is undertaken and completed.</li> <li>• Commitment and flexibility is demonstrated.</li> </ul>

## Key Relationships

Internal	External
<ul style="list-style-type: none"> <li>• Peer Support Manager/ team</li> <li>• Residential Clinical Managers</li> <li>• Consumer Advisor</li> <li>• Other Odyssey employees</li> </ul>	<ul style="list-style-type: none"> <li>• Tāngata whai ora and their family/whānau</li> <li>• External stakeholder organisations</li> <li>• Clinical and medical providers</li> </ul>

## Person Specification

Qualifications, Knowledge and Experience
<ul style="list-style-type: none"> <li>• Up to 1 year's experience in a peer-based role or similar</li> <li>• Lived experience of recovery from an addiction challenge</li> <li>• An interest and/or knowledge of Māori tikanga and the customs and cultures of Pacific peoples</li> <li>• Completion of specialist or intentional peer support training</li> <li>• A willingness to embrace change and to learn</li> <li>• Experience in using Microsoft suite applications</li> <li>• Understanding of and interest in Odyssey's work</li> <li>• Full current New Zealand driver's licence</li> </ul> <p><i>Preferred</i></p> <ul style="list-style-type: none"> <li>• Relevant qualification (L4/L5) e.g. Mental Health &amp; Care Certificate, Addictions Certificate</li> <li>• Completed a personal WRAP plan</li> <li>• Knowledge/awareness of Alcohol and other drug treatment and recovery principles</li> <li>• Knowledge of potential community resources and support networks</li> <li>• Experience of working in the social services, addictions and/or mental health sectors</li> </ul>
Skills and Abilities
<ul style="list-style-type: none"> <li>• Ability to be a positive role model with regards to lived experience &amp; recovery</li> <li>• Ability to utilise mutual sharing and learning as the basis of building a peer relationship</li> <li>• Ability to create a shared peer relationship based on an equal power dynamic</li> <li>• Ability to establish and maintain effective relationships with a range of stakeholders</li> <li>• Strong interpersonal and communication skills</li> <li>• Ability to work in an ethical framework with strong boundaries</li> <li>• Ability to work under pressure, complete work on time and to a good standard</li> <li>• Ability to work with limited supervision</li> <li>• Ability to deal with conflict and defuse challenging situations</li> <li>• Demonstrated cultural sensitivity and rainbow diversity awareness</li> <li>• Willingness to consider other viewpoints/ sources of information and adjust decisions as appropriate</li> <li>• Positive attitude and self-motivated</li> <li>• Ability to take initiative and adapt to changing circumstances</li> <li>• Ability to show discretion and tact</li> <li>• High regard for confidentiality and security, including client information</li> <li>• Fluency in English and strong communication skills</li> <li>• IT/word-processing skills</li> <li>• Ability to acknowledge own limitations and be proactive on own self-development</li> </ul>

## Ngā poupou | Pillars

Guiding Principles for employees and tāngata whai ora.

<b>Whakawhirinaki   Trust</b>	Reliable and shows great integrity
<b>Pono   Honesty</b>	Transparency and openness underpins all actions
<b>Haepapa   Responsibility</b>	Achieves and surpasses goals
<b>Matapōpore   Concern</b>	Empathic and interested in the wellbeing of others
<b>Aroha   Love</b>	Genuinely collaborative, supportive and able to work as part of a close-knit team, including with clients/whai ora and whānau.

## ‘Let’s Get Real’ Skills

The table below outlines the ‘Let’s Get Real’ framework skill level and competencies that are relevant to this role. Odyssey is committed to supporting employees to meet these competencies.

<b>Skill</b>	<b>Competency level (essential)</b>
<b>Working with people experiencing mental health and addictions</b>	Is supportive of employees and clients/whai ora with mental health and addiction needs, focusing on their strengths.
<b>Working with Māori</b>	Contributes to oranga and whānau ora for Māori employees and Māori clients/ whai ora with mental health and addiction needs.
<b>Working with whānau</b>	Encourages and supports the wellbeing of whānau and ensures they have access to information, education and support including children.
<b>Working within communities</b>	Recognises that people and whānau who experience mental health and addictions needs, are part of communities.
<b>Challenging discrimination</b>	Challenges discrimination and provides/ promotes a valued place for employees and clients/whai ora with mental health & addiction needs.
<b>Applying law, policy and standards</b>	Implements legislation, regulations, standards, codes and policies relevant to their role.
<b>Maintaining professional and personal development</b>	Participates in life-long learning and personal and professional development, reflecting on and seeking ways to improve self/ team/service.

